



Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler

Serial Number: 09/870,364

Filing Date: May 30, 2001

Examiner/Art Group Unit: Unknown/3624

Title: NON-PAY CUSTOMER RETENTION  
PROGRAM

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PETITION TO MAKE SPECIAL UNDER MPEP §708.2 VIII

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The Applicant, Raphael M. Segler, by his attorney, petitions the Commissioner to grant special status to the above-identified application under the procedure set forth in MPEP 708.2 VIII. The Applicant states:

1. The fee for this petition is attached hereto.
2. The claims in this application are directed to a method of retaining a customer of a service provider.
3. A pre-examination search for prior art pertinent to the subject matter of this application was made by William M. Hanlon, Jr., Patent Office Registration Number 28422, the attorney of record in the above-identified application. The search was conducted in the United States Patent and Trademark Office website database on May 6, 2003. The field of the search covered patents and published applications in class 705, subclasses 7 and 40. The resulting patents were thoroughly reviewed by Applicant's attorney, and disclosed to the United States Patent and Trademark Office in an Information Disclosure Statement submitted concurrently herewith.

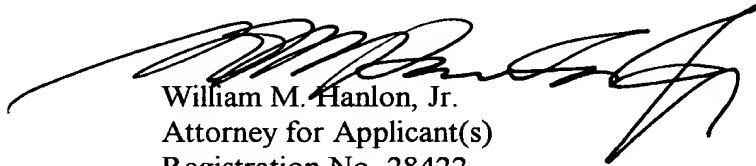
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4. For the reasons set forth in the accompanying "Detailed Discussion of the References", it is submitted that Applicant's invention patentably defines over each reference, taken singly or in any permissible combination.

Since all the requirements to make an application special under the provisions of MPEP §708.2 VIII have been met, special examining status is respectfully requested for this application.

Respectfully submitted,

YOUNG, BASILE, HANLON, MacFARLANE, WOOD  
& HELMHOLDT, P.C.

A handwritten signature in black ink, appearing to read 'William M. Hanlon, Jr.', is positioned above the typed name and contact information.

William M. Hanlon, Jr.  
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Dated: May 11, 2004  
WMH/jao